

CORRESPONDENCE AND PROCESS SURVEY

FEMA Form 007-0-11

OMB No.: 1660-0036

Expires:

Public reporting burden for this survey is estimated to average 15 minutes per response. The burden estimate includes the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and submitting the survey. You are not required to respond to this collection of information unless it displays a valid OMB control number near the title of the electronic collection instrument, or for on-line applications, on the first screen viewed by the respondents. Send comments regarding the accuracy of the burden estimate and any suggestions for reducing the burden to: Information Collections Management, Department of Homeland Security, Federal Emergency Management Agency, 500 C Street, SW, Washington, DC 20472, Paperwork Reduction Project (1660-0036) **NOTE: Do not send your completed form to this address.**

The following survey is voluntary.

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Hello, I'm calling from FEMA, the Federal Emergency Management Agency. My name is _____ . My ID # is _____ May I please speak with _____ (*applicant name*)?

Are you the one who handled your FEMA application?

If no: Thank you for your time and have a good day/evening. (*Mark Attempt*)

***If yes:* We're looking for ways to improve the quality of our service and your opinion is very important to us. Would you volunteer to take 5-8 minutes to answer some questions?**

If No: I understand. Thank you for your time. Have a good day/evening.

***If yes:* Thank you. The following questions have been approved by the Office of Management and Budget under number 1660-0036. Please be assured your answers will not affect the outcome of your application for FEMA assistance.**

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INFORMATION PACKET	
<i>Question</i>	<i>Response Options</i>
To begin, I'd like to ask you about the information packet FEMA mailed to you. This included a list of agencies that you might contact to aid in your recovery from the disaster.	
IP1. Have you received the packet? (DO NOT read list) If yes, go to IP2 If No or Don't Know/Do not remember, go to next series.	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Don't know / Do not remember
IP2. Were any of the referrals useful? If yes, go to IP3. If no, go to IPQ4. If Don't Know/Do not remember, go to next series.	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Don't know / Do not remember
IP3. Which referrals were helpful? (DO NOT read list) (Check all that apply) Go to IP5.	<input type="checkbox"/> SBA <input type="checkbox"/> IRS <input type="checkbox"/> ARC <input type="checkbox"/> Veterans Affairs <input type="checkbox"/> Social Security <input type="checkbox"/> Other (Specify)
IP4. Which referral(s) were not useful?	<input type="checkbox"/> _____ <input type="checkbox"/> _____ <input type="checkbox"/> Don't know / Do not remember
IP4a. What information would have been more helpful to you?	<input type="checkbox"/> (Specify)
IP5. Overall, how would you rate the information in this packet? Would you say it was... (READ list) (If Below average/Poor, go to IP5b) (If Excellent, Good, Satisfactory, go to IP6.)	<input type="checkbox"/> Excellent <input type="checkbox"/> Good <input type="checkbox"/> Satisfactory <input type="checkbox"/> Below average <input type="checkbox"/> Poor <input type="checkbox"/> (Do not read) Don't Know/Do not Remember
IP5b. Why do you feel it was below average or poor? (DO NOT read list)	<input type="checkbox"/> Confusing <input type="checkbox"/> Too Complex <input type="checkbox"/> Hard to Understand <input type="checkbox"/> Bureaucratic <input type="checkbox"/> Not Accurate <input type="checkbox"/> Misleading <input type="checkbox"/> Of no benefit

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	<input type="checkbox"/> Insufficient detail/information <input type="checkbox"/> Too much detail/information <input type="checkbox"/> Language Issues <input type="checkbox"/> Other (Put specific response in comments box)
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INFORMATION PACKET - SUGGESTIONS TO IMPROVE

IP6. What suggestions do you have that might help to improve the information packet?
(Clarify)

APPLICANT GUIDE

You may also have been mailed a booklet called **“Help After a Disaster: An Applicant’s Guide to Disaster Assistance.”**

AG3. Have you had a chance to read it? (If code Yes, go to AG3a, otherwise skip to next series.)		YES	NO	Did not Receive it	Don’t Remember							
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>							
AG3b. Using a rating scale Excellent, Good, Satisfactory, Below Average or Poor, how would you rate the “Applicant’s Guide” on? (READ scale only as needed)	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 16.6%;">Excellent</td> <td style="width: 16.6%;">Good</td> <td style="width: 16.6%;">Satisfactory</td> <td style="width: 16.6%;">Below Average</td> <td style="width: 16.6%;">Poor</td> <td style="width: 16.6%;">Don’t Know/ No Opinion</td> </tr> </table>	Excellent	Good	Satisfactory	Below Average	Poor	Don’t Know/ No Opinion					
Excellent	Good	Satisfactory	Below Average	Poor	Don’t Know/ No Opinion							
AG3c. Being easy to understand?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>						
AG3d. Being well organized?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>						
AG3e. Containing information helpful to your recovery?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>						

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APPLICANT GUIDE – Overall						
AG3g. Everything considered, what would be your overall rating of the “Guide”? Would you say it was... (Read scale only as needed) (If Below Average or Poor go to AG3h)	Excellent	Good	Satisfactory	Below Average	Poor	Don't Know/ No Opinion
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

AG3h. Why were you less than satisfied with the Guide?
(Clarify) _____

AG3i. What other types of information would be useful to you? (Do not read, select all that apply)	<input type="checkbox"/> The different types of assistance available <input type="checkbox"/> The amount of assistance (in dollars) I could expect <input type="checkbox"/> Check list with a description of the steps in the process <input type="checkbox"/> Estimated timelines of each step in the process <input type="checkbox"/> Information about FEMA’s role in a disaster <input type="checkbox"/> Information about FEMA’s purpose and mission <input type="checkbox"/> Information about other relief organizations <input type="checkbox"/> Specific information about the inspection <input type="checkbox"/> Specific information on how to appeal <input type="checkbox"/> Contact information (names, telephone numbers, website, etc.) <input type="checkbox"/> Don't Know / No Opinion	01 02 03 04 05 06 07 08 09 10 11 12 99
	<input type="checkbox"/> Other information (specify) _____ :	13

APPLICANT GUIDE - SUGGESTIONS TO IMPROVE
AG3h. What suggestions do you have that would help to improve the Applicant Guide?
(Clarify) _____

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LETTERS

Now I'd like you to think about the letter you received explaining FEMA's assistance to you. (Auto populate from NEMIS letter and date.)

Let4. Using the same rating scale of excellent, good, satisfactory, below average or poor, how would you rate the letter on: (Refer to letter date and code)						
	Excellent	Good	Satisfactory	Below Average	Poor	Don't Know/ No Opinion
Let4a. How quickly you received the letter?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Let4b. How easy it was to read?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Let4c. How well it explained what you needed to do next?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Let4d. How well it explained the reasons for your case decision?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Let4e. How would you rate the instructions for what to do if you disagree with the decision?	<input type="checkbox"/>					

LETTERS - Overall Rating

Let4g. What would be your overall rating of the initial letter? (READ scale only as needed)						
	Excellent	Good	Satisfactory	Below Average	Poor	Don't Know/ No Opinion
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

LETTERS - SUGGESTIONS TO IMPROVE

Let4h. What suggestions do you have that might help improve the letter?
(Clarify)

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APPEAL PROCESS OVERALL	
<i>Question</i>	<i>Response Options</i>
<p>You recently appealed to have your case re-evaluated and we'd like to ask you some questions regarding your appeal.</p> <p>APL1. Based on your experience so far, how would you rate the overall appeal process? Would you say it's been...</p> <p>(READ list) (If below average or poor, go to APL1a)</p>	<ul style="list-style-type: none"> <input type="checkbox"/> Excellent <input type="checkbox"/> Good <input type="checkbox"/> Satisfactory <input type="checkbox"/> Below average <input type="checkbox"/> Poor <input type="checkbox"/> (DO NOT read) Don't know / No opinion
<p>APL1a. What caused you to be dissatisfied?</p> <p>(DO NOT read list. Mark all that apply.)</p>	<ul style="list-style-type: none"> <input type="checkbox"/> Poor Customer Service <input type="checkbox"/> Reps didn't explain programs clearly <input type="checkbox"/> Reps couldn't answer questions <input type="checkbox"/> Still didn't receive enough money <input type="checkbox"/> Should get it right the first time <input type="checkbox"/> Too hard <input type="checkbox"/> Too complicated <input type="checkbox"/> Too much paper work <input type="checkbox"/> Too time consuming then denied <input type="checkbox"/> Took too long to get more money <input type="checkbox"/> Other (Put specific response in comments box)

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APPEALS SERIES

Question	Response Options
APL2. Which decision did you appeal?	<input type="checkbox"/> Home Repair <input type="checkbox"/> Rental Assistance <input type="checkbox"/> Personal Property <input type="checkbox"/> Hotel Reimbursement <input type="checkbox"/> Transportation <input type="checkbox"/> Other (Medical, Dental, Funeral)
Question	Response Options
APL3. Did you have adequate time to send the necessary documents to FEMA before the deadline? Do Not Read List (If no or insufficient, go to APL2a)	<input type="checkbox"/> Yes (Sent all) <input type="checkbox"/> No (Did not send any) <input type="checkbox"/> Insufficient (Sent only some of the documents) <input type="checkbox"/> (Do not read) Do not remember / Don't know
APL3a. Which documents were you having difficulty sending?	<input type="checkbox"/> Estimates <input type="checkbox"/> Receipts <input type="checkbox"/> Insurance <input type="checkbox"/> Making copies of any of the above <input type="checkbox"/> (Do not read) Do not remember / Don't know
APL3b. Did you need additional help from a Representative on the required documents? (Do not Read list of documents) (If yes, go to APL3c)	<input type="checkbox"/> Yes, spoke with representative <input type="checkbox"/> Yes, but never called <input type="checkbox"/> No (go to next series) <input type="checkbox"/> (Do not read) Do not remember / Don't know
APL3c. How would you rate the Representative on explaining the requirements for the documents? Would you say the explanation was... (Read list)	<input type="checkbox"/> Excellent <input type="checkbox"/> Good <input type="checkbox"/> Satisfactory <input type="checkbox"/> Below average <input type="checkbox"/> Poor

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	<input type="checkbox"/> (DO NOT read) Don't know / No opinion
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APPEAL PROCESS - SUGGESTIONS TO IMPROVE

APL3d. What suggestions do you have that would help to improve the Appeal Process?
(Clarify)

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RECERTIFICATION PROCESS OVERALL	
<i>Question</i>	<i>Response Options</i>
<p>You recently requested additional rental assistance and we'd like to ask you some questions about this.</p> <p>RCRT1. Based on your experience so far, please rate the overall process of being considered for additional rental assistance. Would you say it's been...</p> <p>(READ list) (If below average or poor, go to RCRT1a)</p>	<ul style="list-style-type: none"> <input type="checkbox"/> Excellent <input type="checkbox"/> Good <input type="checkbox"/> Satisfactory <input type="checkbox"/> Below average <input type="checkbox"/> Poor <input type="checkbox"/> (DO NOT read) Don't know / No opinion
<p>RCRT1a. What caused you to be dissatisfied?</p> <p>(DO NOT read list. Mark all that apply.)</p>	<ul style="list-style-type: none"> <input type="checkbox"/> Poor Customer Service <input type="checkbox"/> Reps didn't explain programs clearly <input type="checkbox"/> Reps couldn't answer questions <input type="checkbox"/> Still didn't receive enough money <input type="checkbox"/> Too complicated <input type="checkbox"/> Too hard <input type="checkbox"/> Too much paper work <input type="checkbox"/> Did not understand what documents were required <input type="checkbox"/> Could not obtain required documents <input type="checkbox"/> Too time consuming then denied <input type="checkbox"/> Took too long to get more money <input type="checkbox"/> Other (Put specific response in comments box)

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RECERTIFICATION SERIES	
<i>Question</i>	<i>Response Options</i>
RCRT2. Did you have adequate time to send the necessary documents to FEMA before the deadline? Do not read list (If no or insufficient, go to RCRT2a) (If “Yes”, go to RCRT2b.)	<input type="checkbox"/> Yes (Sent all) <input type="checkbox"/> No (Did not send any) <input type="checkbox"/> Insufficient (Sent only some of the documents) <input type="checkbox"/> (Do not read) Do not remember / Don't know
RCRT2a. Which documents were you having difficulty sending?	<input type="checkbox"/> Income Statement <input type="checkbox"/> Lease <input type="checkbox"/> Rent Receipts <input type="checkbox"/> Making copies of any of the above <input type="checkbox"/> (Do not read) Do not remember / Don't know
RCRT2b. Did you need additional help from a Representative on the required documents? (Do not read list) (If yes, go to RCRT2c)	<input type="checkbox"/> Yes, and spoke with repre. <input type="checkbox"/> Yes, never called <input type="checkbox"/> No (go to next series) <input type="checkbox"/> (Do not read) Do not remember / Don't know
RCRT2c. How would you rate the Representative on explaining the requirements for the documents? Would you say the explanation was... (Read list)	<input type="checkbox"/> Excellent <input type="checkbox"/> Good <input type="checkbox"/> Satisfactory <input type="checkbox"/> Below average <input type="checkbox"/> Poor <input type="checkbox"/> (DO NOT read) Don't know / No opinion

RECERTIFICATION - SUGGESTIONS TO IMPROVE
RCRT2d. What suggestions do you have that would help to improve the Recertification Process?
(Clarify)

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PRE-PLACEMENT INTERVIEW PROCESS OVERALL	
<i>Question</i>	<i>Response Options</i>
<p>Include this topic/series when applicable:</p> <p>You recently asked FEMA to provide you with a temporary housing unit and we'd like to ask you some questions about that.</p> <p style="padding-left: 40px;">PPI1. Based on your experience so far, please rate the overall process of requesting a temporary housing unit. Would you say it's been...</p> <p>(READ list) (If below average or poor, go to PPI1a)</p>	<ul style="list-style-type: none"> <input type="checkbox"/> Excellent <input type="checkbox"/> Good <input type="checkbox"/> Satisfactory <input type="checkbox"/> Below average <input type="checkbox"/> Poor <input type="checkbox"/> (DO NOT read) Don't know / No opinion
<p>PPI1a. What caused you to be dissatisfied?</p> <p>(DO NOT read list. Mark all that apply.)</p>	<ul style="list-style-type: none"> <input type="checkbox"/> Didn't receive enough / any enough assistance <input type="checkbox"/> Poor attitude <input type="checkbox"/> Process too complicated <input type="checkbox"/> Didn't explain programs clearly or could not answer my questions <input type="checkbox"/> Didn't seem interested in helping me <input type="checkbox"/> Didn't take time to listen to me <input type="checkbox"/> Took too long to answer questions or process <input type="checkbox"/> Didn't treat me with respect <input type="checkbox"/> Other (Put specific response in comments box)

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PRE-PLACEMENT INTERVIEW SERIES	
<i>Question</i>	<i>Response Options</i>
PPI2. Did you have adequate time to send the necessary documents to FEMA before the deadline? Do not read list (If no or insufficient, go to PPI3a) (If “Yes”, go to PPI3b.)	<input type="checkbox"/> Yes (Sent all) <input type="checkbox"/> No (Did not send any) <input type="checkbox"/> Insufficient (Sent only some of the documents) <input type="checkbox"/> (Do not read) Do not remember / Don't know
PPI2a. Which documents were you having difficulty sending?	<input type="checkbox"/> Estimates <input type="checkbox"/> Receipts <input type="checkbox"/> Insurance <input type="checkbox"/> Making copies of any of the above <input type="checkbox"/> (Do not read) Do not remember / Don't know
PPI2b. Did you need additional help from a Representative on which documents were required? (Do not read list) (If yes, go to PPI2d)	<input type="checkbox"/> Yes, and spoke with repre. <input type="checkbox"/> Yes, never called <input type="checkbox"/> No (go to next series) <input type="checkbox"/> (Do not read) Do not remember / Don't know
PPI2c. How would you rate [the Representative] on explaining the requirements for the documents? Would you say... (Read list AS NEEDED)	<input type="checkbox"/> Excellent <input type="checkbox"/> Good <input type="checkbox"/> Satisfactory <input type="checkbox"/> Below average <input type="checkbox"/> Poor <input type="checkbox"/> (DO NOT read) Don't know / No opinion

PPI - SUGGESTIONS TO IMPROVE
PPI2d. What suggestions do you have that would help to improve the Interview process for a temporary housing unit? (Clarify)

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SUGGESTIONS TO IMPROVE

<i>Question</i>	<i>Response Options</i>
<p>Sug. FEMA is interested in getting your opinion on what we could do to improve our service. What other suggestions would you like to pass on to improve FEMA correspondence that you haven't already shared?</p> <p>(Clarify all vague responses. Probe once with "WHAT OTHER SUGGESTIONS?")</p>	<p style="text-align: center;">Open-ended Question</p> <p>Type response in designated area.</p> <hr style="border: 0; border-top: 1px solid black; margin-bottom: 5px;"/> <hr style="border: 0; border-top: 1px solid black; margin-bottom: 5px;"/> <hr style="border: 0; border-top: 1px solid black; margin-bottom: 5px;"/> <hr style="border: 0; border-top: 1px solid black; margin-bottom: 5px;"/>

PERMISSION QUESTION

<i>Question</i>	<i>Response Options</i>
<p>Your opinion is very valuable to us, may we call you at a later date to ask you some additional questions?</p>	<p><input type="checkbox"/> Yes</p> <p><input type="checkbox"/> No</p>

CLOSING

<p>If "yes," Thank you for your time. Have a good day/evening.</p>
<p>If "No," I understand. Thank you for your time. Have a good day/evening.</p>